



**FOCUS AREA CABINET-
PUBLIC SAFETY
4Q FY12 Status Report
April - June 2012**

CHAIRS:

Chief Richard Hall
Chief John Selberg

MEMBERS:

Rodney Bright, Jody Dwyer
Bethany German, Jonathan Smith,
Alan Keller, Angie Lewis
Ricky Robbins, Jeff Beaman,
Michael Stoll

FY12 Performance Measures Quarterly Report

Public Safety – Police Department

Key Indicator: Crime Rate

Management Agenda: Improve the success rate for solving violent crimes.

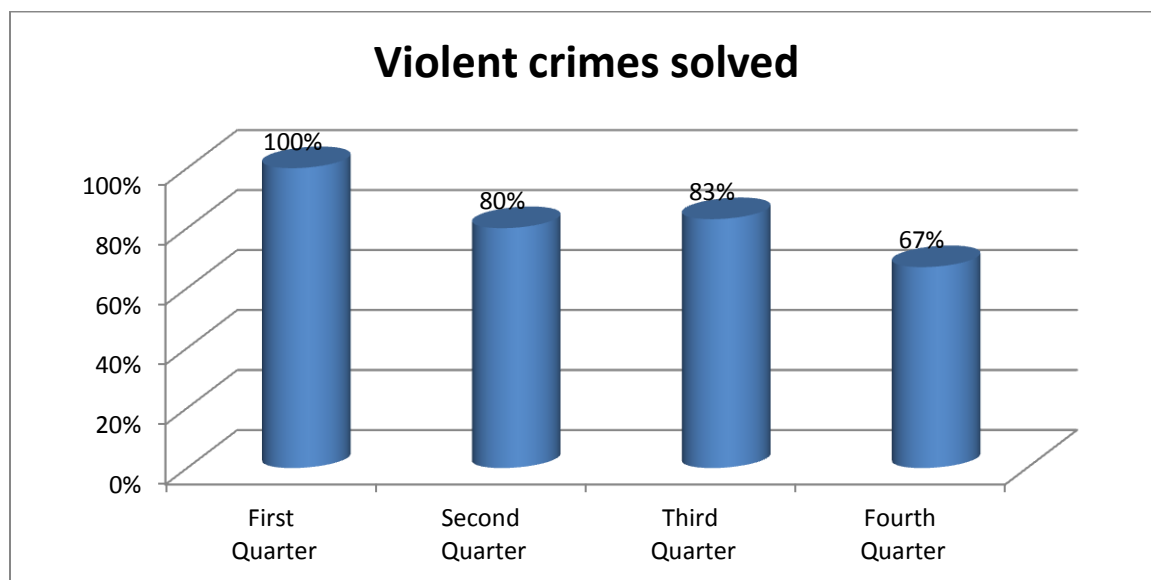
Performance Measure: Percentage of violent crimes solved at or above 90%.

Milestones:

- Solving violent crimes has reduced the likelihood of additional violent crimes.
- Citizens' feelings of personal safety increases with the solving of violent crimes.

Fourth Quarter Report:

- The police department was below its goals for solving violent crimes in the fourth quarter.
- There were six violent crimes in this quarter.



* Exceptionally Cleared is a TIBRS classification for a refusal to prosecute by the victim or the Attorney General's Office or in the event of the offender's death before arrest.

Violent Crimes Details

Robbery on April 28, 2012 – In the 8400 block of Farmington, the victim met with two acquaintances at his home to sell them headphones, and the suspects pointed a pistol at the victim and took the headphones and the victim's cell phone. This case is open and active.

Robbery on May 8, 2012 – In the 2200 block of South Germantown Road, the victim advised that he was robbed of his wallet and cell phone. During the investigation, it was discovered that this was a narcotics deal and that the dealer was robbed. This case was exceptionally cleared.

Aggravated Assault on May 17, 2012 – In the 7700 block of Poplar, strangers, a male and a female, argued about the other's driving in the parking lot. The female tried to run over the male and struck a unrelated third person's vehicle and left the scene. This case is open and active.

Aggravated Assault on May 22, 2012 – In the 1300 block of Poplar Estates, a husband and wife argued and fought. During the altercation, the husband threatened the wife with a knife and left the scene before officers arrived. A warrant was issued for the husband, and he turned himself in.

Aggravated Assault on June 24, 2012 – In the 1000 block of Cordova Road, during a domestic argument, a husband/father poured gasoline in the garage and threatened to set the house on fire while the wife and son were inside. The suspect was arrested.

Aggravated Assault on June 29, 2012 – In the street on Willey Cove, two juvenile male acquaintances fought, and during the fight, one male was thrown to the ground and suffered a concussion. The other male was arrested.

FY12 Performance Measures Quarterly Report

Public Safety – Police Department

Key Indicator: Crime Rate

Management Agenda: Survey residents to determine the safety rating in neighborhoods.

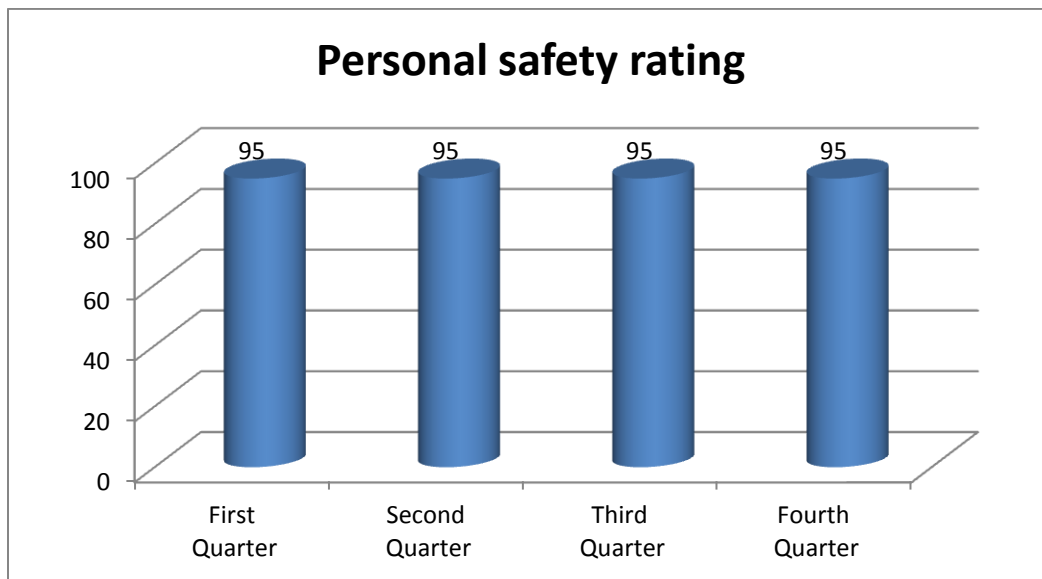
Performance Measure: Personal safety rating at 90% or above.

Milestones:

- The Community Survey related to personal safety was higher in 2011 as compared to 2004.
- The personal safety rating improves quality of life for Germantown residents.

Fourth Quarter Report:

- The personal safety rating exceeded the goal.



FY12 Performance Measures Quarterly Report

Public Safety – Police Department

Key Indicator: Crime Rate

Management Agenda: Maintain the lowest crime rate in Shelby County and to have one of the lowest crime rates in the country for Part One crimes as defined by the Federal Bureau of Investigation's Uniform Crime Report.

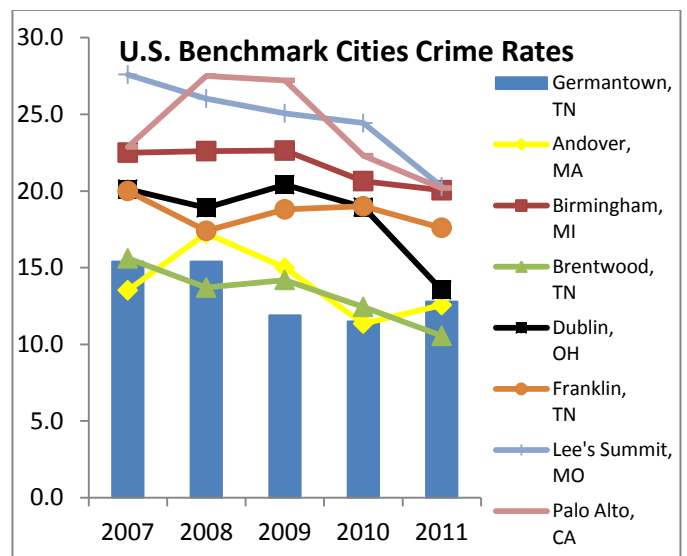
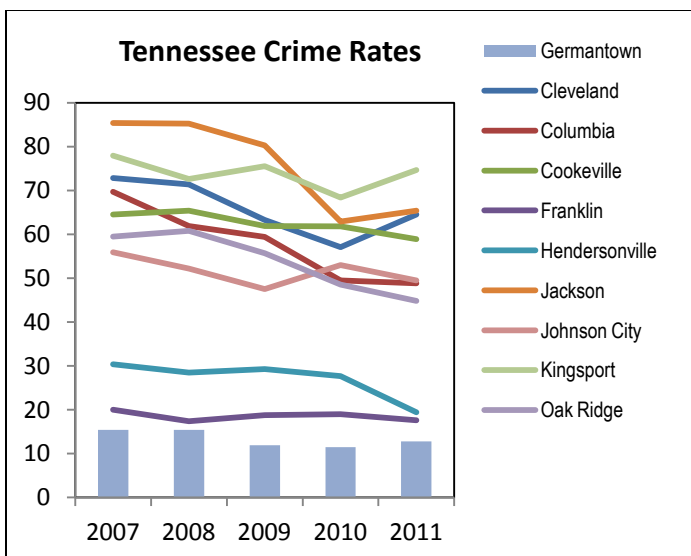
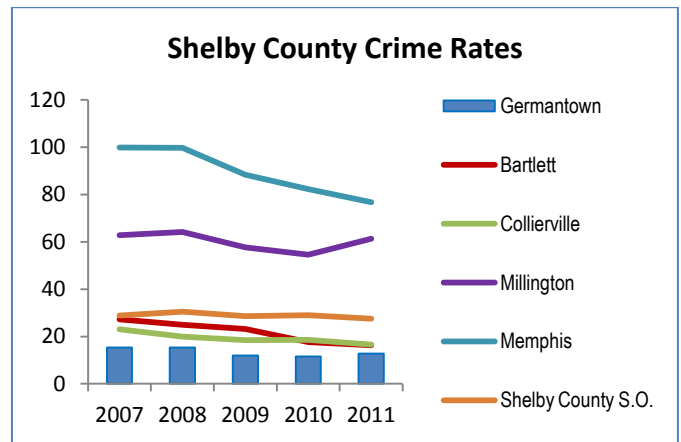
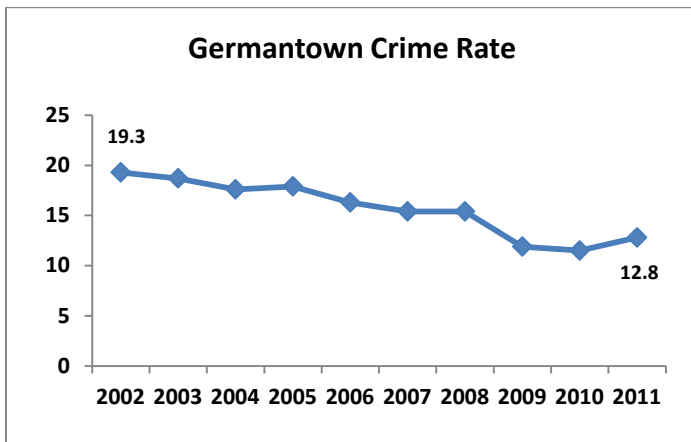
Performance Measure: Benchmark Germantown's crime rate with comparable cities.

Milestones:

- The City of Germantown has the lowest crime rate as compared to all other cities in Shelby County, Tennessee.
- The City of Germantown has the lowest crime rate as compared with similar cities in Tennessee.
- The City of Germantown has maintained one of the lowest crime indexes as compared to cities of similar size in the United States.

Fourth Quarter Report:

- The City of Germantown has met its goals of having the lowest crime rate in Shelby County and in Tennessee, as compared to similar cities.
- The City of Germantown has met its goal of having one of the lowest crime rates in the United States, as compared to similar cities.



FY12 Performance Measures Quarterly Report

Public Safety – Police Department

Key Indicator: Crime Rate

Management Agenda: Retain police personnel at full strength.

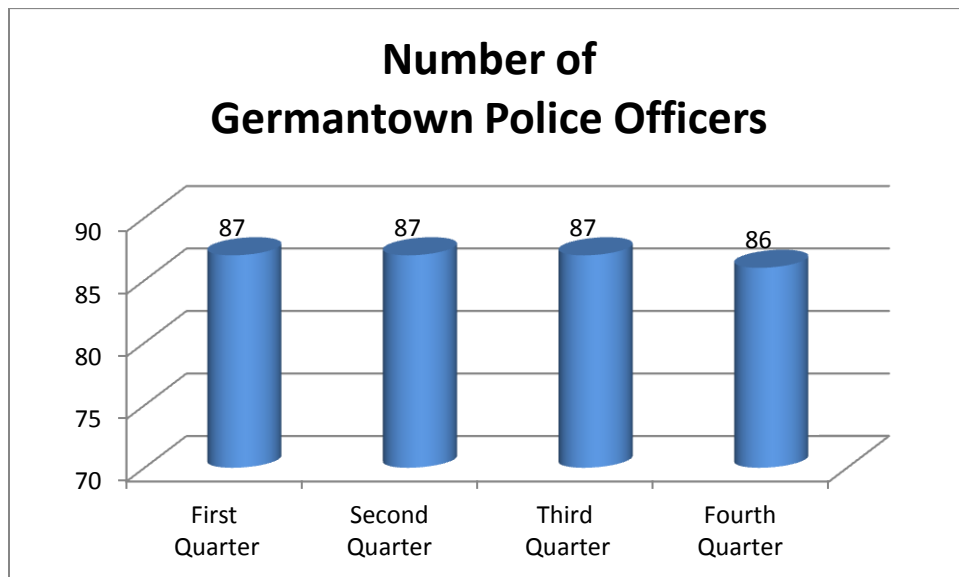
Performance Measure: Police officer position vacancy rate at 0%.

Milestones:

- The police department has retained nearly all of its officers.

Fourth Quarter Report:

- The police department has 86 of 87 officers and has begun a hiring process.



FY12 Performance Measures Quarterly Report

Public Safety – Police Department

Key Indicator: Citizen Satisfaction

Management Agenda: Keep police response times for emergencies to four minutes or less.

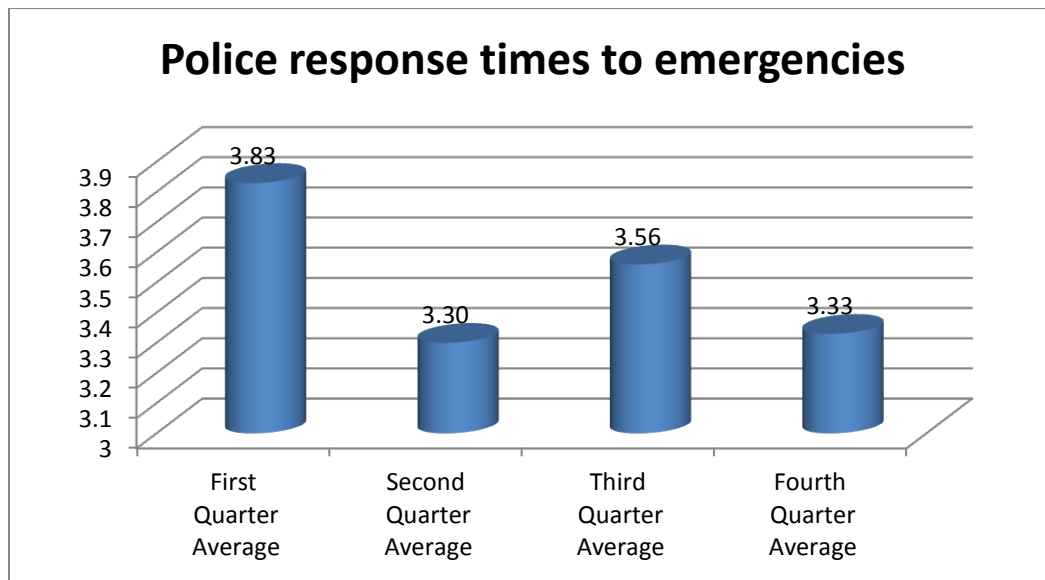
Performance Measure: Average response times to emergency calls.

Milestones:

- Patrol cars are parked in a central location at the police department to eliminate officers searching for their assigned cars at shift change.
- Supervisors are monitoring police car locations and ensuring that the appropriate number of cars are responding to emergency calls. This helps to reduce cross-beat dispatching which means officers will not be responding to calls in districts on the opposite side of the City from their assigned districts.
- Supervisors will assign two cars to the more active districts to ensure quicker response times.
- Dispatchers will monitor the AVL system to ensure that the closest cars are dispatched to an emergency call.

Fourth Quarter Report:

- The average response times to emergency calls exceeded the goal.



Project Management Dashboard

Public Safety – Fire Department

Key Indicator 5: Fire Service Index

Management Agenda: Effective structure fire containment

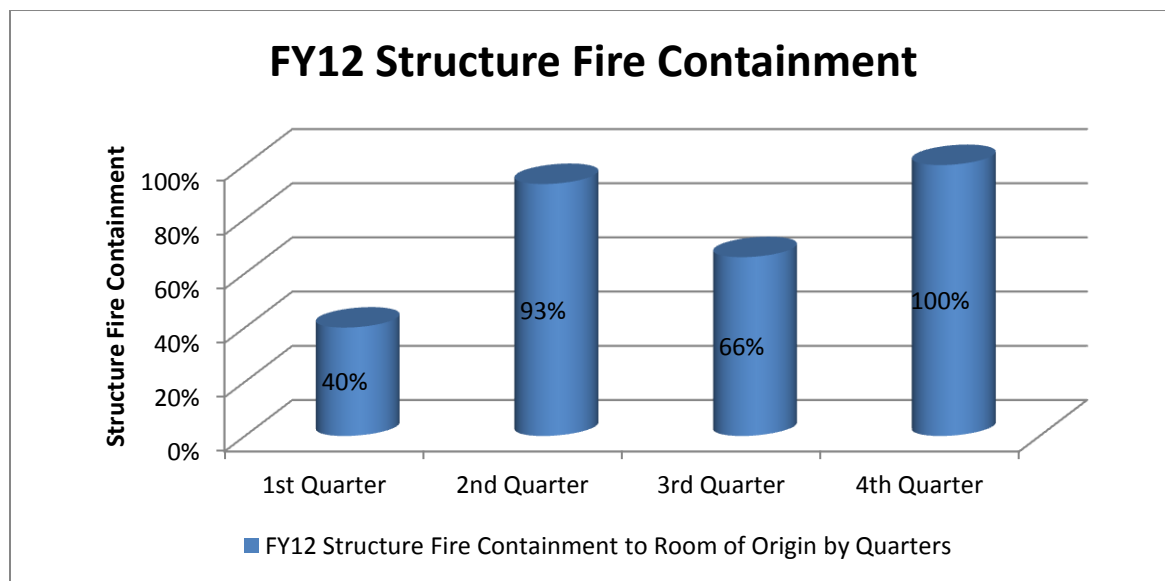
Performance Measure: Percent of structure fires confined to room or area of origin. Target – 40%

Milestones:

- Develop reporting process to track statistic – complete.

Fourth Quarter Report

- Structure fire containment metrics will be sporadic depending upon fire call load and fire spread condition at the time of arrival of the fire department.
- Some fires have been reported after fire had already spread past room of origin.
- Structure fire containment to room of origin was 100% in 4th Quarter.
- Plan to discontinue this as a Key Indicator in FY13.



Project Management Dashboard

Public Safety – Fire Department

Key Indicator 6: Fire Service Index

Management Agenda: Effective fire department emergency response

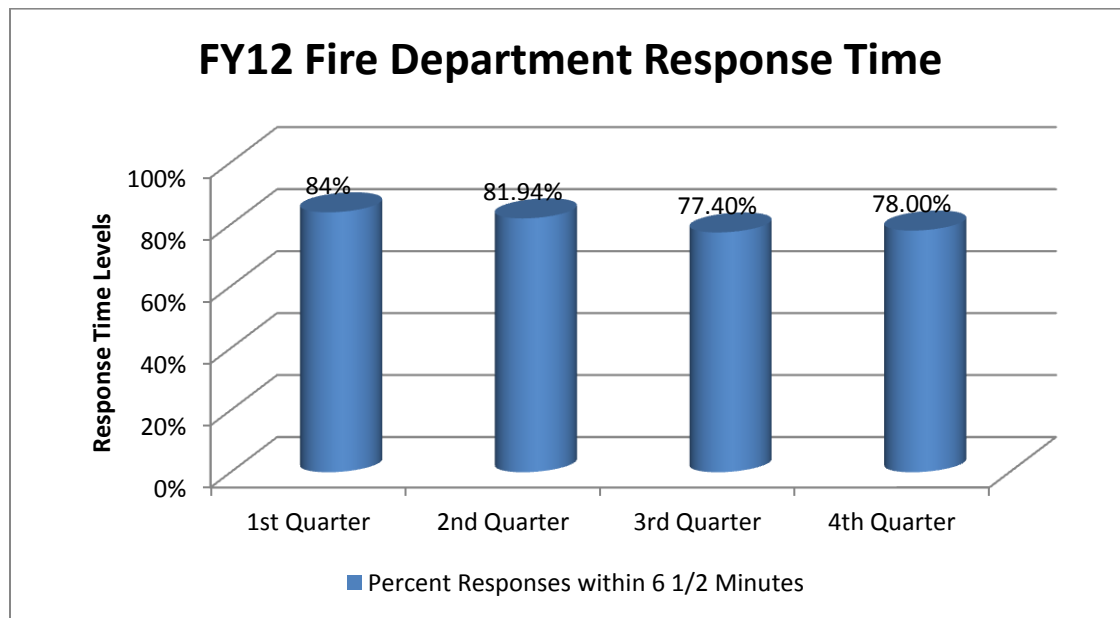
Performance Measure: First unit arrives on the scene in six and a half minutes or sooner. Target 90%

Milestones:

- New World CAD to be upgraded, including AVL and Mobile Data Terminals, to streamline capturing of dispatch and response times.
- Six Sigma review of dispatch process, probably after upgrade.

Fourth Quarter Report

- The Fire Department arrived on the scene in 6 ½ minutes or less 78.0% of the time in 4th Quarter.
- We conducted extensive comparison of New World Data Module to replace FireHouse System for data management.
- Shelby County 9-1-1 Board approved grant to fund upgrade in 4th Quarter.
- BMA approved purchase of upgrade in 4th Quarter. Anticipate 9-12 month implementation.



Project Management Dashboard

Public Safety – Fire Department

Key Indicator 7: Fire Service Index

Management Agenda: Fire safe commercial properties

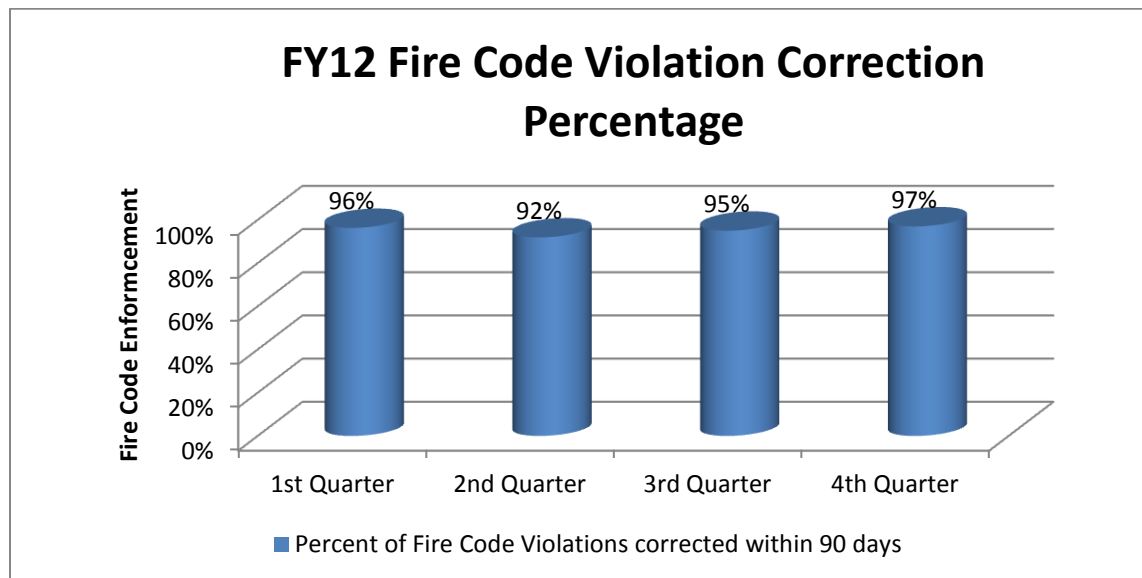
Performance Measure: Percent of fire code violations corrected within 90 days. Target – 90%

Milestones:

- Due to 90 day target, metrics actually reflect the previous Quarter. For example, compliance for inspections initiated in First Quarter will actually be reported for Second Quarter to account for 90 day time period allowance.
- FireHouse software to be upgraded in 4th Quarter.

Fourth Quarter Report

- All commercial inspections to be inspected at least once each year.
- CY 2012 Inspections began 3rd Quarter FY12.
- Per the State, schools are not required to meet same 90 day rule as other commercial buildings.
- Continuing implementation of IPads for fire inspections.
- The percent of fire code violations corrected within 90 days in the 4th Quarter was 98.4%.



Project Management Dashboard

Public Safety – Fire Department

Key Indicator 9: Citizen Satisfaction Rating

Management Agenda: Customer Satisfaction

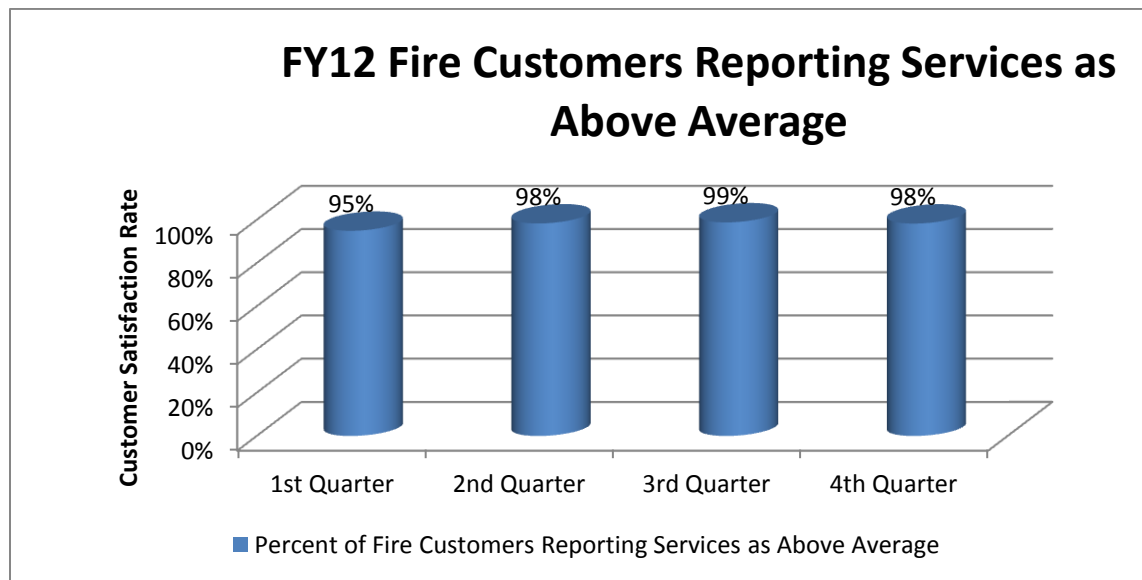
Performance Measure: Percent of customers reporting services as above average. Target – 90%

Milestones:

- Mail citizen satisfaction surveys to citizens after EMS calls and significant fire calls.

Fourth Quarter Report

- In 2nd Quarter, we began mailing surveys to people with significant fires and other emergencies, in addition to EMS calls to improve response levels.
- The percent of customers reporting services as above average in the 4th Quarter was 98.30%.
- The overall average satisfaction score was 4.79 out of 5.



CABINET UPDATES

- EMA Plan – New plan adopted in 2nd Quarter. TEMA facilitated tabletop exercise/training for City Staff in 4th Quarter.
- Fire Station 4 – Backup City Computer Server Room and Backup Dispatch Center are being set up. Plan to complete final punch list items and take to BMA for close-out in 1st Quarter FY13.
- CEEP – Employee training was provided in 4th Quarter for all city employees except Fire and Police.
- CERT Program – Two Classes were completed in 3rd Quarter and another completed in 4th Quarter. Classes are now being held in new Fire Training Classroom. Classes are scheduled approximately 1 per quarter.
- Public Safety Radio System – BMA approved purchase of radio tower on June 25. Towers currently under way. Plan to take purchase of new Radio System to BMA on July 23.
- Ambulance Service Contract – Shelby County and Rural-Metro Ambulance agreed to extension of contract for 6th year (July 2012-June 2013). We will participate in extension. FY13 costs to increase about \$52,000. We continue to monitor contract and needs for Germantown contract or in-house service during FY13. Will work on options for separate contract and in-house costs in FY13.
- CAD Upgrade – Upgrading New World Dispatch CAD to greatly improve operations and efficiency. 9-1-1 providing funding. Purchase approved by BMA in 4th Quarter.